2012

NOTICE

Nursing Homes and Adult Residential Care Facilities will be directed to a new web site for emergency preparedness contact maintenance

In order to receive accurate and timely emergency notifications from the Department of Health & Hospitals during disasters and declared emergencies, nursing homes and adult residential care facilities will move to the ESF 8[1] Portal for maintenance of contact information.

Effective immediately, all nursing homes and adult residential care facilities will move to the ESF 8 Portal web site to maintain key contact information. Currently contained in EMSTAT, this data has been moved to the ESF 8 Portal Security application. **Going forward, the contact information in EMSTAT will not be used for notifications related to emergency preparedness and ESF 8.**

PERTINENT FACTS ABOUT THIS TRANSITION:

1. All of the existing contact information for your facility (names, position titles, phone numbers and email addresses) has been migrated to the new ESF 8 Portal.

2. Effective immediately, do not make any changes or additions to your facility's contacts in EMSTAT. Use the new ESF 8 Portal Security application for this important function.

3. All future notifications about emergencies and mandatory reporting requirements will be communicated through the ESF 8 Portal. If your contact information is not in the ESF 8 Portal Security application or is not accurate, you may not receive important messages.

4. You will continue to use EMSTAT for all other functions such as status reports, evacuation status reporting, transportation and evacuation contract information, generator information, power outage reporting, census reporting, and resident tracking. **Only contact information is moving out of EMSTAT.**

5. You can use your normal EMSTAT user account credentials to access the ESF 8 Portal. No new user names or passwords are required. A facility account has been created in the ESF 8 Portal for every licensed nursing home and adult residential care facility in the state.

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[1] ESF 8 means Emergency Support Function 8 – Public Health & Medical. The Department of Health & Hospitals is the primary state agency for this part of the State's emergency response plan. You will often see DHH's emergency preparedness function referred to as ESF 8.

A NOTE ABOUT PASSWORDS

The migration of the user account information from EMSTAT to the Portal was based on a snapshot in time in the last two weeks along with an assumption that a certain password was being used for EMSTAT. For 95% of nursing homes, no problems will be experienced. However, there are a small number of facilities that may experience access problems due to the following:

1. A change in the EMSTAT password after we did the data migration; or

2. Use of an old license number. When EMSTAT was first designed, we allowed the use of some older license numbers to ease the transition. Some homes are still using this password, and it is different than that shown in the "normal" EMSTAT password file. In fact, both can be used to login to EMSTAT, but only one can be used for the Portal.

If your facility experiences, problems, you can get help from several sources:

1. The LERN Communications Center has the correct ESF 8 Portal password you should use.

2. Both the associations and other ESF 8 staff also have this list.

We suggest first calling the LERN Communications Center at 1-866-320-8293. If they can't help you, they will refer you to another resource.

REMEMBER: if you choose to change your password in one system, we strongly encourage you to change it in the other. Currently, the security systems are not synchronized between EMSTAT and the ESF 8 Portal. After the 2012 hurricane, the new version of EMSTAT will be deployed as part of the single sign-on structure. Until then, please remember to keep your passwords synchronized between systems.

HOW TO ACCESS THE ESF 8 PORTAL

You can access the ESF 8 Portal through the following means:

1. Directly at https://esf8.dhh.la.gov/esf8portal

2. Through the ESF 8 Portal button on the following sites:

    a. The DHH main page (www.dhh.la.gov)

    b. The Louisiana Nursing Home Association main page (www.lnha.org)

    c. The LeadingAge Gulf States main page (http://www.leadingagegulfstates.org)

    d. The Louisiana Assisted Living Association emergency preparedness page (http://www.laassisted.org/emergencyprep.html)

Clicking on any of the ESF 8 Portal links will bring you to the login page:

Please note the following:

1. The Production site is clearly labeled at the top. Your facility also has an account in the QA site for training and exercises. Your credentials (user name and password) are the same for both Production and QA.

2. You can retrieve your password if you forget it. However, you must be able to answer some security questions. You can configure these questions and the answers when you login.

3. You can get help with your account from the LERN Communications Center, which is staffed 24/7.

4. Our support staff has the capability to start ad hoc webinars and screen sharing sessions with you if needed through the use of the Glance tool.

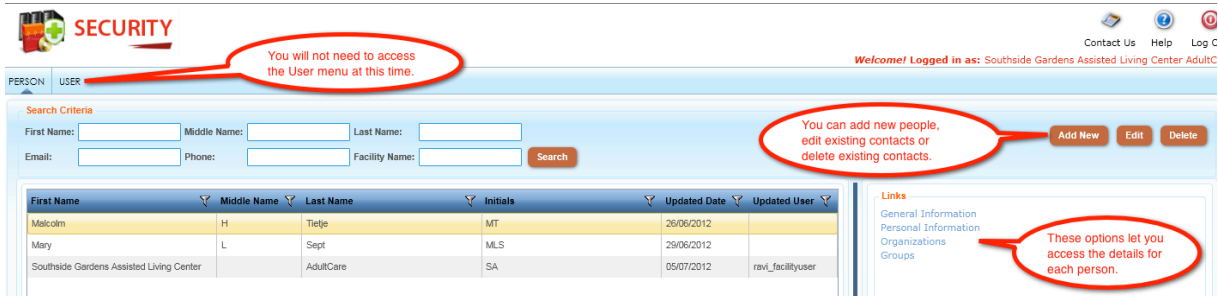Once you login to the Portal, you will see the following:

Please note the following:

1. There are two main groupings:

    a. The Single Sign-On Family - Applications in this group do not require any further logins

    b. The No Single Sign-On Family – You must login with your application credentials for applications in this group, including EMSTAT.

    EMSTAT is scheduled to move to the single sign-on family after the 2012 hurricane season.

2. The Security Management application is where you will maintain contact information for key persons in your facility.

3. The row of tabs at the top allows you to manage your user account and the main contact information for the facility.

When you click on the Security Management application, you will see the persons associated with your facility, as shown below:

You can manage the contacts for your facility using the tools on this page. At this time, you will not use the "User" portion of this application.

A NOTE ABOUT CHANGING YOUR PASSWORD: If you want to change your password, you must do this in both applications at this time. Password changes are not currently synchronized between the ESF 8 Portal and EMSTAT.

PLEASE NOTE THAT YOU WILL HAVE TO INSTALL MICROSOFT SILVERLIGHT® TO USE THE SECURITY MANAGEMENT APPLICATION. You will be prompted to do this the first time you try to access it. It generally takes less than a minute to install, and it does not have to be repeated. Be certain that you have administrative permissions to install software, or contact your IT support to manage this for you.

Although you can use any browser, you will have a better experience with more modern versions of Internet Explorer® such as version 8.0 or above. Firefox® and Google Chrome® also work well.

You can download a more complete guide to Creating and Managing Persons at this link:

https://backup.filesanywhere.com/fs/v.aspx?v=8c6a6a875c6171b09ea7

2012
RECAP

1. ESF 8 refers to Emergency Support Function 8 – Public Health & Medical. The Department of Health & Hospitals is the primary state agency for this part of the State's emergency response plan. You will often see DHH's emergency preparedness function referred to as ESF 8.

2. Effective immediately, use the Security Management application in the ESF 8 Portal to manage contact information for key persons in your facility. These are persons that may need to be contacted by ESF 8 in an emergency. **Please discontinue contact management in EMSTAT.**

3. All of your existing contacts in EMSTAT as of July 6, 2012 were imported into the Security Management application.

4. You will continue to use EMSTAT for all other functions during the 2012 hurricane season.

5. The login information (user name and password) for the Portal is the same as you currently have for EMSTAT. If you have problems, get help by starting with the LERN Communications Center (1-866-320-8293).

6. Webinars and other training will be offered to you in the coming weeks to orient you to the use of the Portal.

7. The following resources can offer some assistance during this transition:

    a. Your association

    b. The nursing home DRC network

    c. DHH and ESF 8

    d. The LERN Communications Center

SIMPLE TRANSITION GUIDE FOR THE ESF 8 PORTAL: WHAT APPLICATION DO I USE?

Nursing Homes and Adult Residential Care Facilities – Transition to the ESF 8 Portal

If I Need To:	Use This:
Maintain the contact information for key persons in my facility	Use the Security Management application in the ESF 8 Portal
Change my Password	Use the Security Management application in the ESF 8 Portal **Must Use Both** Use EMSTAT
Enter Generator information for my facility	Use EMSTAT
Report on my Operating status during a declared emergency	
Report on my Evacuation status during a declared emergency	
Enter monthly Census information	
Enter and track my residents during an Evacuation	
Enter my transportation contract information and evacuation destination informaiton	